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Service Plan of the Division of Facilities Construction and Management

What are the services we provide?		What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
1. Capital Development Design and Construction Management	a) Architectural Programming, Design and Construction Services			
	To define the purposes and uses of a structure in a preliminary planning phase.	Utilizes value based selection process to acquire consultants for all Programming design and construction processes and delivery methods	Construction costs/square foot below industry standard, in addition to the current version of the DFCM design manual	Internal score boards and balance score card surveys
	b) Selecting private sector professionals			
	Architects and their consultants including but not limited to Structural, Mechanical & Electrical Engineers, as well as Inspection/Testing services.	Utilizes value based selection process to acquire consultants for all Programming design and construction processes and delivery methods	Construction costs/square foot below industry standard measures performance of consultants along with the current version of the DFCM design manual. Complete work within schedule	Internal score boards and balance score card surveys. Past performance ratings for consultants.
	c) Awarding Construction bids			
		Utilizes value based selection process to acquire consultants for construction processes and delivery methods	Construction costs/square foot below industry standard along with the guidelines included in the current version of the DFCM design manual. Complete work within schedule.	Evaluation of RFP response and costs compared to budget estimates
	d) Conducting Value Engineering			
		Through a system of investigation unnecessary expenditures are avoided, resulting in improved value and economy.	Construction costs/square foot below industry standard. Comparison of costs with construction budget estimate (CBE)	Internal score boards and balance score card surveys. Peer reviews and results of value engineering process.
e) Overseeing the design and construction of the building				

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		In the construction of projects , we use Design/Bid/Build, Construction Management/General Contractors(CMGC) and Design/Build delivery processes.	Selection of an established construction delivery system, project management goals and workload. Specific drawing requirements are dictated by the current version of the DFCM design manual	Internal score boards and balance score card surveys. Project objectives that are measured are: on time and on budget & high quality.
	f) Testing and Inspection			
		Utilizes value based selection process to acquire consultants for all testing and inspection services.	The State of Utah has adopted codes, standards, rules, and statutes for accreditation and licensing of services provided by these consultants.	Past performance reports and rating systems of consultants to include timely submission of required code reports, notifications of non-compliance, and provided these services within the contract budget.
	g) Establishing substantial completion date, Punchlist Preparation and Follow-up			
		Construction Management, Project managers establishes schedule and completion processes	Substantial completion by contract date, punchlist completion within 30 days. 1 year warranty inspection reports indicate compliance w/ project schedule	Internal score boards and balance score card surveys.
	h) Operations & Maintenance Training of Agency Staff			
		Monthly training agenda	Insure participation and understanding. Implementation of standardized documents	Internal score boards and balance score card surveys.
	h) Monitoring Warranty Period			
		DFCM Project manager continues service through one year warranty period	Warranty issues are managed timely. One year warranty inspection conducted by project manager, project manager and available commissioning consultants.	Internal score boards and balance score card surveys.
What are the Costs associated? No service fees – Salaries/benefits paid for out of administrative budget				
2. Capital Improvement Design and Construction Management	a) Commissioning Design Consultants			
		Utilizes value based selection process to acquire consultants for all Programming design and construction processes and delivery methods	Fiscal year projects on time completion.	Monthly interviews with each Project Manger individually.
	b) Value Based Selection of Contractors			
		Utilizes value based selection process to acquire consultants for all Programming design and construction processes and delivery methods	Fiscal year projects on time completion.	Monthly interviews with each Project Manger individually.
	c) Multi Step Bidding Process			
		Step 1. Contractors are asked for proof of qualification and proposed approach.	DFCM rating system wherein contractors must maintain a score of a 3.5 or higher on each project to stay	An unbiased selection committee is selected for all bid processes.

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		Step 2. Invitation to bid. Including a notification and project specific information is given to each pre-qualified contractor.	qualified, as well as an annual certification.	
	d) Management of Construction Delivery			
		In the construction of projects, we use Design/Bid/Build, Construction Management/General Contractors(CMGC) and Design/Build delivery processes.	Fiscal year projects on time completion.	Monthly interviews with each Project Manger individually to determine progress on selecting designers and contractors to perform the work approved by Building Board.
	What are the Costs associated? No service fees – Salaries/benefits paid for out of administrative budget			
3. Facilities Maintenance and Management Services	a)Management and Maintenance			
	DFCM provides complete building and grounds maintenance service to state agency customers. DFCM provides energy management and automation service to our agency customers	DFCM provides this service through a statewide operation consisting of geographically managed facility groups. Most service is provided by division employees, with specialized service provided through contracted vendors	Maintenance cost per sq. ft. Facility audit results Customer survey results	Maintenance Cost – comparison against industry standards published by BOMA Facility Audits – Results of annual audit of standards adopted by State Building Board. Compliance acceptable above 90% rating Customer Survey Results – Customer approval rating per facility complex
	What are the Costs associated? DFCM contracts with state agencies and institutions through annual Operation & Maintenance Agreements to provide program funding. Revenue levels are justified and approved through the state rate process and collected on a quarterly basis.			
	a) Leasing and Property Management			
4. Real Estate Services Lease/Purchase/Sell/Bond –		We manage over 400 leases for 27 state agencies that cover the spectrum of agency needs through direct contact based on issues.	Lease rates at or below current industry rates and customer satisfaction.	Internal score card and customer survey.
	b) Procurement (new) Leased Properties			
		Request for Proposals (RFP) process.	Compliance with procurement code and customer satisfaction.	Internal score card and customer survey.
	c) Renewal and Amendments			
		Direct negotiation with landlords and agency representatives.	Lease rates at or below current industry rates and customer satisfaction.	Internal score card and customer survey.
	d) Property Acquisition and disposal			
		Market search and direct negotiation with property owners and potential buyers.	Market rates in the specific area based on the needs of the agency's program and the long-term interest of the State.	Internal score card and customer survey.
E) General Obligation and Lease Revenue Bonds				

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		Sealed Bid method working with the State Treasurer, Governor’s Office of Planning and Budget, State Attorney General’s Office and the State’s Financial Advisor.	Market rates on the bonds that are issued based on the State’s credit rating and the specific projects that are funded by the bonds.	The interest rate of the bond issued compared to the current market rate.
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5. Building Official Code Review and Inspection Service	a) Review All Drawings for Code Compliance			
		Meet with consultants during design phase.	IBC (International Building Code), IPC (International Plumbing Code), IMC (International Mechanical Code), NEC (National Electrical Code), IEEE (Institute of Electrical and Electronics Engineers), ADA (American Disabilities Association), And DFCM Standards	10 day review time.
		General review comments for correction.		
		Coordinate the review process with the state fire Marshall and risk management.		
		Issue “approved for construction” drawings.		
	b) Coordinate the Field Inspection Process and Resolve Code Issues			
		Employ VBS (Value Based Selection) of inspection teams.	Compliance with all applicable codes.	All inspectors are licensed.
		Approve individual inspector’s qualifications.	A fabricated approved contractors list.	All inspectors are licensed.
		Review inspection reports for code violations and inspectors time in the field	Inspector compliance with the Utah the Uniform building standards act; 56-58 and Rules 56-156.	All inspectors are licensed.
	c)Issue a C/O (Certificate of Occupancy)			
		Perform a final inspection at the substantial completion	The IBC section 110 creates the standards for C/O procedures.	C?O issued on all new buildings
		Require and collect final inspection from the code inspections, special inspectors and the Fire Marshall	The IBC section 110 creates the standards for C/O procedures.	
What are the Costs associated? No service fees – Salaries/benefits paid for out of administrative budget				
6. Statewide Energy Efficiency Services	a) Baseline State Facility Inventory for Energy Performance			
		Facilitate the creation and maintenance of a database of facility energy consumption data.	EPA Energystar	Energystar score BTU/sf relative to other facilities of the same type Carbon footprint relative to other facilities of the same type. Climate Registry
	b) Create an inventory of High Performance State Buildings and Facilities			

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		<p>Employ an integrative, high performance building process for design, construction and operation.</p> <p>Employ utility sponsored incentive programs for increased energy efficiency and reduce first cost impacts.</p> <p>Facilitate energy efficiency upgrades using Energy Saving Performance Contracts and a revolving loan funds.</p>	<p>ASHRAE 90.1 (American Society of Heating, Refrigeration and Air Conditioning Engineers)</p> <p>IECC (International Energy Code)</p> <p>DFCM Standards</p> <p>High Performance Building Standard</p> <p>ASHRAE 55 (American Society of Heating, Refrigeration and Air Conditioning Engineers)</p> <p>ASHRAE 62 (American Society of Heating, Refrigeration and Air Conditioning Engineers)</p>	<p>Percent above the energy code.</p> <p>Life-cycle cost benefit analysis</p> <p>Number of points awarded for the High Performance Building Standard (20 min.)</p>
What are the Costs associated? No service fees – Salaries/benefits paid for out of administrative budget				